CrediCorp

PROCEDURE

Complaints Procedure

Version 1.0.1 · Effective 2026-07-09 · credicorp.co.uk/legal/

UK direct lender
Short-term business credit to limited companies & LLPs

No personal guarantee
We never ask a director to guarantee the company's borrowing

100% cost cap
Total cost of credit is capped at 100% of the amount borrowed

We are sorry to hear you have something to complain about. We take complaints seriously: they are the most important signal we get for how to improve.

How to complain

- **By email:** complaints@credicorp.co.uk
- **By post:** Complaints, Credicorp Limited, {{ registered_address }}
- **From the customer portal:** use the "Help & support" tab and tick "This is a complaint".
- **By telephone:** any time during office hours.

What we will do

1. **Acknowledge.** We will acknowledge your complaint in writing within 3 working days.
2. **Investigate.** A staff member who is not the person who handled the original transaction will investigate.
3. **Substantive response.** We aim to provide a final written response within 8 weeks of the complaint being received. If we cannot, we will write to you to explain why and tell you when we expect to be able to.
4. **Resolution.** If we agree we have done something wrong, we will say so, fix it, and where appropriate compensate you. If we disagree, we will explain why in plain English.

Escalation

Because this product is lending to a body corporate, which is outside FCA consumer-credit regulation (Articles 60B and 60L, FSMA RAO 2001), the Financial Ombudsman Service does not have jurisdiction over complaints about it. If you are not satisfied with our final response, the next escalation is the courts. We strongly prefer to resolve disputes without litigation — please ask if you would like to mediate.

Complaints we receive

We publish anonymised quarterly complaint volumes on the About Us page so prospective customers can see the rate at which we receive complaints and what they are about. We also use the data internally to drive process changes.

About Credicorp Limited

Company: Credicorp Limited (UK)

Companies House: 16093826

ICO registration: ZC157682

Registered office: Suite Au31848, 9 Skyport Drive, Harmondsworth, West Drayton, UB7 0LB

Business: UK direct lender of short-term business credit to limited companies & LLPs

Official site: credicorp.co.uk

Independent UK business lender. Lending to companies is not a regulated credit agreement within Article 60B of the FSMA 2000 (Regulated Activities) Order 2001. No director personal guarantees; total cost of credit capped at 100% of principal. Verify this document and the company's official domains at **credicorp.co.uk/legal/**.